



# MULTI-YEAR ACCESSIBILITY PLAN 2022-2026

*Adopted by Council:  
January 27, 2022*

*This document is available in alternate formats, upon request.*

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## **A Message from the CAO**

The Town of Wasaga Beach, through its policies and actions, demonstrates its commitment to ensuring that its facilities, programs and services are accessible to all. Acting on the advice of the Accessibility Advisory Committee, the Town works to improve opportunities for people with disabilities and to identify, remove and prevent barriers to full participation in the community. We also support increased education and awareness through an in-school education program in the three elementary schools in town.

COVID-19 has presented many challenges over the last year. The Town has taken the opportunity to review high touch areas in its various facilities and implemented improvements that not only eliminate the need to push, pull or twist but have also improved accessibility through entrances, faucets and lights.

The Town is fortunate that it has a fully engaged Accessibility Advisory Committee that acts on behalf of everyone in the community.

## **1. INTRODUCTION**

In 2001 the *Ontarians with Disabilities Act* (ODA) was enacted to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The ODA ensures that public organizations include accessibility planning into all areas operations and document it with an Accessibility Plan.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) builds upon the ODA. The purpose of this Provincial legislation is to ensure the development, implementation and enforcement of accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and to provide for the involvement of persons with disabilities in the development of these accessibility standards. This Act applies to every person or organization in the public and private sectors. Regulations under the AODA will establish a series of accessibility standards that will lead Ontario to be fully accessible by 2025.

Under the AODA, Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR) was established and outlines that all municipalities have a legal obligation to prepare a Multi-Year Accessibility Plan, which is to be reviewed no less than once every five years.

This document represents the 2022 – 2026 Multi-Year Accessibility Plan, as prepared by staff in consultation with the Accessibility Advisory Committee (AAC). The Plan describes the measures the Town has taken to identify, remove and prevent barriers for people with disabilities, who use the programs, goods, facilities and services provided by the Town.

### **Organizational Commitment**

The Town of Wasaga Beach is committed to increasing and enhancing accessibility to its programs, goods, services, and facilities. Commitments from Council, Town staff and the Accessibility Advisory Committee are leading the Town towards ensuring its programs, goods, services and infrastructure is accessible to all residents and visitors, regardless of ability. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element to Town services. The development and implementation of the Accessibility Plan advances and strengthens the Town's commitment to make Wasaga Beach a more accessible community.

The Town of Wasaga Beach, both as an employer and service provider, is committed to barrier free access and will:

1. Take a leadership role in achieving and setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, recreation, transportation, housing, design of public spaces and education.
2. Identify barriers and gaps in existing programs, facilities and services.
3. Continually improve the level of accessibility of municipal facilities, goods, programs and services.
4. Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal facilities and services.
5. Ensure the provision of quality services to all members of the community with disabilities.
6. Provide resources and support to give effect to the Accessibility Plan.
7. Promote accessibility within the community.

The Town of Wasaga Beach trains every person as soon as practicable after being hired and provides training in respect of any changes to the Policies.

The Town of Wasaga Beach maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## **2. MUNICIPAL PROFILE**

### **The Town of Wasaga Beach**

**30 Lewis Street**

**Wasaga Beach, ON L9Z 1A1**

**Tel: (705) 429-3844**

**Fax: (705) 429-6732**

The Town of Wasaga Beach is a vibrant, young, growing community currently with a population of over 20,000. It is said that Wasaga Beach is the longest fresh-water beach in the world with 14 kms of white sand beach and sees approximately 1.8 million visitors annually. The municipality, located on Southern Georgian Bay, spans 17 kilometers from its easterly to westerly boundaries and covers 61.13 km<sup>2</sup> in area. The community is especially unique in that a Provincial Park is contained within the municipal boundaries. The neighbour to the west is the Town of Collingwood, while bordering on the southerly side is the Township of Clearview, to the east is the Township of Springwater and to the northeast is the Township of Tiny.

The Town of Wasaga Beach is accessible by:

- County of Simcoe road systems;
- Nottawasaga River
- Georgian Bay

Located within Wasaga Beach are two public elementary schools and one separate elementary school. Secondary school students are bussed to neighbouring Collingwood Collegiate Institute, Our Lady of the Bay Secondary

School and Elmvale District High School. There is one retirement home situated in town and one residential treatment facility.

The Corporation of the Town of Wasaga Beach was incorporated in 1974. The Town is responsible for the delivery of municipal services provided by the following departments of approximately 120 full time employees and governed by a seven (7) member Town Council:

- CAO Office/HR/Communications
- Clerk's Department/Municipal Law Enforcement and Licensing/Cemetery
- Fire and Emergency Management
- Economic Development and Tourism/Planning Development/Building
- Treasury/Information Technology
- Public Works/Transit/Water/Parks
- Facilities, Events and Recreation
- Public Library

The municipality maintains several buildings and facilities as set out in Schedule "A" attached.

### **Services Not Delivered by the Town of Wasaga Beach**

The Town of Wasaga Beach is a lower-tier municipality and is not responsible for the delivery of certain services. The County of Simcoe is responsible for the delivery of the following services:

- Ontario Works
- Children and Community Services
- Long Term Care and Seniors Services
- Social Housing
- Paramedic Services
- Waste/Recycling Collection and Waste Management Facilities
- Health Unit Services is offered by the Simcoe Muskoka District Health Unit

As required under the AODA, the County of Simcoe will prepare its own Accessibility Plan covering those services delivered by the County.

### **3. ACCESSIBILITY ADVISORY COMMITTEE (AAC)**

The AODA states that every municipality having a minimum population of 10,000 shall establish an Accessibility Advisory Committee (AAC) of which a majority of the members of the committee shall be persons with disabilities.

The Town of Wasaga Beach has established an Accessibility Advisory Committee (AAC) with the objective of providing guidance and advice to the Municipal Council, to act as a liaison with other departments, agencies and individuals on physical, architectural, informational, communications, technological and attitudinal barriers, to develop policies or practices for consideration of Council, to participate in community events and to help the municipality achieve the social, cultural and economic objectives of Council as per legislation.

The AAC was formed in April 2003. It currently consists of eight (8) members from the community, the majority being persons with a disability(ies), one (1) member of Council and one (1) staff member who is the resource person to the committee. The current Committee members for the term ending 2022 are named on Schedule “B”. The AAC’s main task is to monitor, review and advise Town Council on the status of municipally owned and/or operated buildings, facilities, goods, transportation, parks and recreation, programs and customer service, so that these areas accommodate the needs of persons with disabilities.

The AAC ensures that the Accessibility Plan is inclusive of all departments. The AAC reviews, monitors, reports and acts as a resource to staff and to Council each year on the preparation, implementation and effectiveness of its accessibility plan. The AAC ensures the implementation of all accessibility policies, practices and procedures, including review under section 41 of the *Planning Act*, and that all legislative requirements are being met within respective departments. The AAC also acts as a steering committee for accessibility initiatives to identify, remove and prevent barriers to those individuals with disabilities in such areas as the design of public spaces, etc.

#### **4. OBJECTIVES OF THE ACCESSIBILITY PLAN**

Beginning in 2012, the Town, under the authority of the IASR, moved from an annual Accessibility Plan to a Multi-Year Plan with annual status updates. Schedule “C” outlines the accomplishments and actions undertaken by the Town, its departments and the AAC during the last Accessibility Plan timeline (2018-2022), to achieve their priorities.

In addition, Schedule “D” identifies future goals which will keep in compliance with the requirements under the IASR.

Improving accessibility is a shared responsibility. The ODA and the AODA require that the provincial and municipal governments and key public sector organizations review their policies, programs and services through the development of a multi-year annual accessibility plan.

The objectives of the Accessibility Plan are to:

- a) Review previous efforts to identify, remove and prevent barriers to people with disabilities (recent initiatives).

- b) Describe the process that the Town will use to identify, remove and prevent barriers to people with disabilities in the future.
- c) List the facilities, policies, procedures, practices, and services the Town will review in the coming year to identify barriers to people with disabilities.
- d) Identify the measures that the Town will take in the coming year to identify, remove, and prevent barriers to people with disabilities.
- e) Identify the means in which the Town will make the Accessibility Plan available to the public.

The creation and implementation of the Accessibility Plan is under the authority and approval of the Council of the Corporation of the Town of Wasaga Beach.

## 5. **BARRIERS**

### **Barrier**

The intent of the Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that people take for granted. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Environmental Barriers: Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

Technological Barriers: Occurs when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

## **6. INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)**

The Province released Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation- on June 3, 2011 regarding the accessibility standards of the Transportation, Information and Communication, Employment, Design of Public Spaces (including the built environment) and Customer Service Standards. The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards limit any obligations owed to persons with disabilities under any other legislation. This regulation applies to every designated public sector organization, which includes the Town of Wasaga Beach and to every other person or organization that provides goods, services or facilities to the public and that has at least one employee in Ontario.

### **6.1 Information and Communication**

The Information and Communication standard was designed to achieve equitable access to communication and information, to cover the broadest range of how people send and receive information, and facilitate communication.

This standard requires the municipality to provide information in an accessible format upon request that takes into consideration the needs of the individual. The Town of Wasaga Beach is committed to making our information and communications accessible to people with disabilities.

Municipalities are also required to ensure that all new materials are produced in an accessible format including disseminated information and website content and that old documents can be made accessible based on the needs of the individual.

### **6.2 Employment**

The Employment standard focuses on policy, procedures and training requirements to identify and remove barriers in the workplace.

This standard requires employers to have processes in place to determine an employee's accommodation needs. This component also addresses key processes in the life cycle of a job such as recruitment, assessment, selection and retention.

The Town's Human Resources Department ensures all policies and practices reflect the requirements under the AODA and will continue to develop or update policies as necessary to continue compliance with this and other legislation.

Town of Wasaga Beach is committed to fair and accessible employment practices.

The Town of Wasaga Beach is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

### **6.3 Transportation**

The Transportation standard was developed to provide accessibility to public transportation including taxis and transit buses, and emergency procedures. The goal of this standard is to enable residents and visitors the opportunity to live, work and participate in the community. Specific requirements regarding all aspects of the experience of using transportation are addressed. Schedule "E" attached lists an overview of the Wasaga Beach Transit System.

The Town of Wasaga Beach is committed to accessible transportation services.

An annual public consultation meeting shall take place regarding public transportation including the proportion of on-demand accessible taxicabs and the construction or re-development of on-street parking spaces. The annual meeting will be advertised in the local newspaper, on the Town's website and through the Town's corporate social media channels.

### **6.4 Design of Public Spaces (Built Environment)**

The Design of Public Spaces standard focuses on removing barriers in public spaces and buildings that are newly constructed or redeveloped. Technical requirements have been developed for recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, service counters, maintenance, parking, etc. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the standard.

The Town will ensure that accessibility laws are met and that persons with disabilities, the Accessibility Advisory Committee (AAC) and the public shall be consulted when constructing new or redeveloping recreational trails, outdoor play spaces and the design and placement of rest areas along exterior paths of travel.

An annual public consultation meeting shall take place with respect to an update from staff regarding upcoming development or redevelopment of public spaces. Staff will review the design standards that must be met and how they are meeting them. The annual meeting will be advertised in the local newspaper, on the Town's website and through the Town's corporate social media channels.

The Town understands the importance of an accessibility built environment that allows for independence and participation for persons with disabilities. Public spaces will receive regular inspections and preventative maintenance to ensure that accessible elements are in proper working order. If an accessible element (ramp, tactile surface, elevator/lift, etc.) becomes damaged and is unusable a

service disruption notification will be placed on scene, on the Town's website as well as social media accounts. Emergency maintenance will take place to ensure that the accessible element is restored to working order as soon as parts/labour can be obtained.

In addition to the Design of Public Spaces Standard, the Ontario Building Code was amended in 2016 to include accessible requirements. The amended Building Code is used when issuing building permits and conducting building inspections.

## **6.5 Customer Service**

The Customer Service Standard ensures that people with disabilities receive access to goods, services and facilities in a manner that takes into account their disability. Accessible customer service means dignity, independence, integration and equal opportunity for all people.

All Town staff is trained on the practices and procedures for accessible customer service, as outlined in the Town of Wasaga Beach Customer Service and Integrated Accessibility Standards Reference Training Manual, including the following:

- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities

## **6.6 Procurement of Goods and Services**

Section 4-2 of the Town's Policy Manual outlines the current Procurement Policy – Accessibility Organizational Commitment states the following:

The Town of Wasaga Beach is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where not practical to do so. In such situations where it is not practical, a documented explanation shall be provided upon request.

Furthermore, whenever possible the purchase of goods and services shall be based on the principles of universal design.

The Town incorporates accessibility features and has regard to accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

## **6.7 Self-Serve Kiosks**

The Town does not currently have any self-serve kiosks in place.

If that the Town does acquire them in the future we will incorporate accessibility features and consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

## **7. MEASURES AND COMMUNICATION**

The following measures are in place to ensure the municipality assesses its proposed policies, programs, practices, facilities, goods and services to determine their effect on accessibility for persons with disabilities.

### **7.1 Consultation**

Input on this plan was requested from all Town departments and staff to identify any barriers in their buildings or work areas.

The AAC was consulted to provide input on accessibility policies, procedures and this Accessibility Plan.

The Town solicited feedback directly from those with disabilities through Public Notice in the local paper and on the Town's website.

### **7.2 Review and Monitoring Process**

Staff will monitor the progress on the actions required in the plan, and it will be reviewed as a reoccurring agenda item for the AAC. Minutes from the AAC are forwarded through the General Government Section of Coordinated Committee to Council, for information.

Staff, in consultation with the AAC, will prepare an annual status report on the progress of measures taken to implement the Plan and post this status report on the Town's website.

The Accessibility Plan will be updated at least once every five years in consultation with the AAC and presented to Council.

### **7.3 Communication of the Plan**

Copies of this Accessibility Plan and annual updates are available at:

- the Town Clerk's Office, Town Hall, through pick up, email or mail;
- the Town of Wasaga Beach website at [www.wasagabeach.com](http://www.wasagabeach.com);
  - upon request, the plan will be made available in an alternate format

### **7.4 Feedback**

Listening to feedback is an integral part of the evaluation process. Town of Wasaga Beach Policy Manual Section 2-4 –Accessibility Policy- sets out the feedback process. The Town shall ensure its process for receiving and addressing feedback is accessible for persons with disabilities by providing, or arranging for, the provision of any document, related to this service, in an accessible format or communication support, upon request.

Members of the public are notified of the availability of accessible formats and communication supports with respect to the feedback process through the Town’s website. Feedback on the accessibility of the Town’s facilities, programs, goods and services is always welcome.

## **8. CONCLUSION**

The ODA and AODA have legislated that municipalities, across Ontario, improve access for persons with disabilities. As a provider of goods, services and facilities to the public, the Town is committed to upholding its responsibility of ensuring full access to all residents who utilize our facilities, programs, goods and services.

While the goals and priorities outlined in this Plan are primarily directed towards persons with disabilities, many of the achievements, associated with accessibility, will benefit all Town of Wasaga Beach residents.

In accordance with the provincial legislation, the Town will continue to meet its compliance obligations by developing and implementing programs, policies, and initiatives that create and maintain a fully accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for Town staff and Committee members. Feedback on the accessibility of its facilities, programs, and goods and services is always welcome.

For further information on the Town’s Multi-Year Accessibility Plan, please contact the Clerk’s Office:

Laura Borland,  
Deputy Clerk  
30 Lewis Street  
Wasaga Beach, ON L9Z 1A1  
Tel: (705) 429-3844 ext. 2224 Fax: (705) 429-6732  
Email: [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com)

The Town’s Accessibility Plan is posted publicly at: [www.wasagabeach.com](http://www.wasagabeach.com)

Standard and accessible formats of this document are free on request from:

Laura Borland, Deputy Clerk – [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com)  
705-429-3844 ext. 2224

## SCHEDULE "A"

### Municipal Facilities

Town Hall Administration Office	30 Lewis Street
Library	120 Glenwood Drive
Fire Hall Station #1	966 River Road West
Fire Hall Station #2	3050 Mosley Street
Old Fire Hall/Transit Building	16 2 <sup>nd</sup> Street North
Arena	425 River Road West
Sports Park/Fernbrook Centre/ Parks Maintenance Building	1888 Klondike Park Road
Oakview Community Centre	1724 Mosley Street
The RecPlex	1724 Mosley Street
Oakview Woods/Skate Park/Dog Park	1816 Mosley Street
Future New Arena/Library (2023)	550 River Road West
Public Works Building/Yard	150 Westbury Road
Youth Centre	1621 Mosley Street
Archives Building	140 Main Street
Playland Park washroom building	40 Mosley Street
Municipal Office Parking Lot	30 Lewis Street
Spruce Street Parking Lot	17 Spruce Street
Playland Parking Lot	40 Mosley Street
Third Street Parking Lot	123 Beach Drive
Nancy Parking Lot	137 Mosley Street
Dunkerron Avenue Parking Lot	16 Dunkerron Avenue
Main Street Parking Lot	130 Main Street
Fourth Street Parking Lot	154 Mosley Street
First Street Parking Lot	80 Mosley Street
Municipal Picnic Area (M.P.A.)	4 <sup>th</sup> to 5 <sup>th</sup> Street entrances
24 <sup>th</sup> Street Lot	31 24 <sup>th</sup> Street

## **SCHEDULE “B”**

### **Town of Wasaga Beach Accessibility Advisory Committee 2014 – 2018**

<b>Member</b>	<b>Position</b>
Fred Heyduk	Chair
John Robbins	Vice Chair
Michelle Heyduk	Secretary
Kathy Loosemore	Member
Jennifer Bieniek	Member
Vic De Francesco	Member
Kevin Stevenson	Member
Alvin Davidson	Member
Laura Borland	Deputy Clerk (Town Liaison)
Chris Roos	Director Recreation, Events and Facilities (Town Liaison)
Mark Kinney	Councillor Rep

### **Town of Wasaga Beach Accessibility Advisory Committee 2022 – 2026 (TBD)**

<b>Member</b>	<b>Position</b>
	Chair
	Vice Chair
	Secretary
	Member
Laura Borland	Deputy Clerk (Town Liaison)
Chris Roos	Director Recreation, Events and Facilities (Town Liaison)
	Councillor

## SCHEDULE "C"

### Town of Wasaga Beach Accomplishments 2022-2026

#### 2022 Town of Wasaga Beach Accessibility Accomplishments

The Town of Wasaga Beach has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2022 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at: <https://www.wasagabeach.com/en/services-and-payments/accessibility-services.aspx?mid=54252>.

To request an alternate format of this annual status report, please contact:  
Laura Borland, Deputy Clerk [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com) 705-429-3844 ext. 2224

#### **Clerk/Administration/Records & FOI/Accessibility Committee Initiatives**

- Clerk provides support to the Wasaga Beach Accessibility Advisory Committee
- Accessibility Advisory Committee were involved in the following:
  - Multi Year Accessibility Plan & Progress Report review
  - Developing an accessibility public education program in the primary grade schools for sensitivity awareness (**postponed due to covid**)
  - AAC Chair is a standing member on the County of Simcoe Accessibility Advisory Committee
  - Membership representation on both the Age-Friendly Committee and the Healthy Community Network Committee.
- Clerk's Department provides assistance to staff and the public on accessibility matters
- Using accessible font Arial and size 12pt on all templates for documents including staff reports, memos, letters, agendas, minutes, resolutions, by-laws
- Oversee the use of two mobi-chairs for residents and tourists. These floating wheelchairs allow users to easily transition from the beach to the water. They are available on a first-come basis at the Wasaga Beach Provincial Park Office.
- Completion of a Radio Contest to Promote Accessibility within the Town.
- Creation of Communication Cards to keep at Customer Service Counters to assist those with hearing impairments.
- Oversee, along with the Provincial Parks, the mobi-mats located at Beachfront.

- Addition of the “Accessibility Award” for the Wasaga’s Finest Citizens Awards Ceremony to acknowledge a person, organization or business in Town that goes above and beyond in the realm of Accessibility
- AAC new initiative program for 2022 – Accessibility Accreditation Initiative – now in the trial run stages
- AAC successful in reaching out to new town project managers and local businesses to increase amount of accessible parking spaces. Over 8 new spaces added throughout town.
- School outreach for 2022– (**postponed due to covid**) hands on demonstrations, participation by various community groups/businesses that provide accessibility services, presentation by a person with a disability to provide an overview of a “day in their life” at three local schools.
- Incorporation of Virtual and permanent hybrid meetings (due to covid-19) now accessible for electronic participation.
- Planning for a 2023 implementation of Communication Boards for non-verbal persons at all Town Municipal Playgrounds.
- Creation of a Residential Accessibility Improvement Program to assist residential homeowners with potential accessible upgrades (in the final stages of program creation)

### **Human Resources and Training Initiatives**

- Continued accessible customer service training as part of the orientation program for new employees
- Continue to provide training for all employees, committee members, volunteers and elected officials on Integrated Accessibility Standards
- Provide ergonomic information and assistance when required for staff
- Include a description of accessible opportunities in all job postings
- Offer accommodations to interview candidates
- Assist in workplace accommodations and disability management
- Review the Emergency Plan and Accommodation Form with all new hires
- Employee Orientation now includes section for employee to indicate any changes to their needs during employment

### **Information Technology and Communications Initiatives**

- Launched our new AODA compliant AA standard municipal website on October 26, 2020. Be sure to visit us at [wasagabeach.com](http://wasagabeach.com)
- Daily maintenance of website to ensure Accessible compliance
- Added 4 hearing assistive devices for meetings of council
- Additional online payment services – Created a centralized payment portal on the website
- Weekly “What’s Happening” videos during the summer months
- Daily Media Monitoring service extended to all staff
- Weekly CAO updates to staff
- Increased social media posting

## **Recreation, Events and Facilities Initiatives**

- Director of Recreation, Events and Facilities provides assistance to Accessibility Advisory Committee as needed.
- Annually painting sidewalk ramps blue so they are easily recognizable
- Rec Guide both spring/summer and fall/winter issues are formatted for text to audio (TTA) in the digital format
- Widened doors during the Town Hall renovations
- New accessible counters for Building/Planning departments
- Increased accessibility for the future Archive building including universal washroom and ramped access to all areas of the building
- Accessible washroom upgrades throughout Town Hall and new sliding doors at east entrance
- Additional accessible parking slots included at future twin-pad arena and library facility.
- Touchless sinks, toilets and urinals installed at the RecPlex
- Youth Centre accessible ramp railings retrofitted and powdercoated

## **Public Works, Engineering, Roads and Parks Initiatives**

### **Roads**

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Completed the Trillium Creek Berm project, which included extension and enhancements to the Carly Patterson Trail network.
- Constructed two (2) new signalized pedestrian crossing installations at Mosley Street/51<sup>st</sup> St South and Mosley Street/62<sup>nd</sup> St South
- Initiated the reconstruction and urbanization of Ramblewood Drive between 45<sup>th</sup> Street South and 58<sup>th</sup> Street South, including storm sewer, curb & gutter, new sidewalk and designated bike lanes. Completion anticipated by summer 2023.
- Converted/painted an existing collector road (58<sup>th</sup> Street South and Ramblewood Drive) to include centerline and designated bike lanes on both sides.
- Improved accessibility via new paved shoulder at the pedestrian crossing at 51<sup>st</sup> Street North / Mosley Street.
- Installed additional accessible parking stalls at the Archives Building, Spruce Street Parking Lot and Dunkerron Parking Lot.

### **Engineering**

- Completed the detail design of River Road West Urbanization (Veterans Way to Blueberry Trails), including integration of dedicated bike lanes and sidewalks on both sides of the street

- Continued with the detail design for road improvements to Mosley Street between 45<sup>th</sup> Street and Beachwood Road, including dedicated bike lanes and sidewalks
- Continued with the detail design for Beach Area One Roadways, including streetscaping, designated bike lanes/cycle track and boardwalk.
- Completed paved shoulder additions along Sunnidale Road South (east side) to improve safety and provide connectivity with the new/pending Sunnidale Trails Development.
- Completed paved shoulder additions along River Road West (north side) between Village Gate Drive and Theme Park Drive to improve safety and provide connectivity.

### **Transit**

- Improved two (2) existing transit stops with new shelters
- Established a new fully accessible specialized transit system in partnership with the Town of Collingwood and Clearview Township.
- Approaching the launch of a new Mobile transit app to assist with trip planning and logistics. Mobile app will also align with Simcoe County LINX and neighbouring (municipal) transit systems

### **Parks**

- Trail resurfacing and access upgrades on the Carly Patterson Trail.
- Completed the reconstruction and paving of the existing trail within the Sunward Estates Subdivision.
- Completed the Glendale Park Playground Redevelopment project, including accessibility enhancements.
- Completed the Town Hall / Mills Park Playground Redevelopment project, including accessibility enhancements.
- Completed the Pridham Park pedestrian bridge replacement project, including trail enhancements at each approach.

### **Planning and Economic Initiatives**

- The new Planning, Economic Development, and Building front counter is served by a lift access for those who have difficulty or are incapable of attending to the second floor of Town Hall via the public stairwell.
- When necessary and upon request staff will also meet with members of the public on the ground floor at a desk in the lobby.
- Working with other Town Departments to implement the Goals of the Age Friendly Community Plan including measures to improve accessibility in Town infrastructure (sidewalks and trails), transportation, housing, healthcare, and other services.
- Circulate Site Plan Applications to the Accessibility Committee for review and comment on accessibility design.
- Ensure that new commercial, institutional, and industrial site plan proposals incorporates accessibility features into the design of the development.

## **Building Initiatives**

- Administration and interpretation of the ongoing enhancements to the accessibility requirements of the Ontario Building Code so they are more understandable and accessible to our residents.
- Provide service enhancements such as serving residents on the main floor of Town Hall or at their place of residence when requested.
- Provide pre-construction meetings for accessibility upgrades at personal residences to ensure that construction of accessibility upgrades begins on the right path.
- Renovations on the second floor are now complete and the new accessible service counter is available to those who require it.
- Rolling out a new software platform that will allow our residents to access all of our services through an online portal, thus eliminating the need to attend Town Hall in order to attain a building permit.

## **Treasury Initiatives**

- Continuing to provide Dog Licence, Parking Permits and other sales and services from the main floor Treasury Department counter to provide customers more accessible and efficient service.
- Maintaining e-billing and continuing with accepting online payments options. Expanded the online payments to be offered for the Recreational programming portal on BookKing. Implemented online payments through the Cityview Portal. In 2021 started to accept online bus pass purchases through Transit Portal. Developed online payment processing through Town website.
- Conducted a review of the customer service counter in Treasury with regards to the accessibility requirements and determined no changes were required.
- Assist residents and visitors with the lift in order that they can reach other departments within our building. Applied for accessibility grant (2<sup>nd</sup> application) to support installation of a new lift. Awaiting confirmation of grant application. Anticipate project to be completed in 2023. Included in 2023 budget are renovations to the Townhall washrooms to make them accessible washrooms.
- Assist customers by using Video Relay Services” (VRS) to provide them with information they require.
- Assist Roll Book users by finding the information they are looking for.
- Call staff from the By-law Department to come up stairs to provide customer service when needed.
- Continue providing notices and bills printed on white paper only.

## **By-Law Enforcement Initiatives**

- Proactively patrolling/ enforcing all accessible parking spots to ensure valid permits are visible
- Should it be requested or if an individual is finding it challenging to use stairs to By-law Department, will speak with individual upstairs in hallway. Note: A desk and chair have been added to the bylaw office for customers to use while filling out paperwork or waiting to see officers.
- Additional accessible parking spaces have been added to Spruce Street parking lot (Beach 1) with new Signage.
- Taxi owners and operators signing off that they will not charge a higher fare or additional fee for persons with disabilities, or from charging a fee for the storage of mobility assistive devices.
- Continue to explore the option of providing more services online, including dog licensing (done), yard sale permits and business licensing applications.
- All administrative processes done in the Bylaw Department can be done online or by email (dog licensing, complaints, yard sale permits, first attendances, business license applications, etc.), and can now pay over the phone.
- New paid parking initiatives have accessible friendly payment options for on-street parking
- 18 new parking machines installed while ensuring accessibility requirements are being met

### **Library Initiatives**

- Launched on site Food Pantry to provide access to snacks / meals for individuals with limited access to nutrition;
- Took Bookmobile and library services to the Wasaga Beach Ministerial Foodbank to ensure vulnerable individuals had access to library services;
- Partnered with Empower Simcoe to offer on-site access to housing assistance for those who are housing insecure;
- Took Bookmobile to Simcoe County Housing on Zoo Park Road to offer library services and pop-up programming to more vulnerable citizens of Wasaga Beach;
- Reviewed library website navigation plan to improve information sharing on proposed new website to be launched in 2023;
- Participated in Simcoe County #ITSTARTS campaign to promote acceptance and inclusion;
- Doubled up sessions to remove barriers to access for popular library programs;
- Offered library programs through online platforms to make participation accessible for residents from home;
- Provided Books on Wheels collection deliveries monthly to members with disabilities, ailments or transportation limitations;
- Offered Wi-Fi hotspots to community members to provide all residents with access to the Internet;

- Offered free Wi-Fi, public computers, and tablets to individuals to provide equal access to technologies;
- Library staff completed Understanding Homelessness training to better support individuals with housing insecurity;
- Received second Daisy Reader to provide individuals with sight disabilities a user-friendly device for listening to books;
- Received an electronic magnifying device for individual with visual impairments;
- Provided curbside pick-up of collection materials for library members with limited mobility or COVID-19 concerns;
- Partnered with the *Centre for Equitable Library Access, CELA*, to provide accessible library service -- books and other materials to Canadians with print disabilities;
- Provided an assistive mobility device for visitors needing assistance;
- Supported Age Friendly Community Advisory Committee initiatives that address the needs of the older adult population, including the isolated.

### **Fire Department Initiatives**

- Station 2 renovation including improvements to meet current accessibility standards (i.e. doors, washroom etc).
- Assist individuals with installation of smoke and carbon monoxide alarms in their homes.
- Add an online version of the inquiry and citizen complaint form on the town website.
- Ensure that all forms meet current accessibility standards.
- Conduct accessible station tours for community members.
- Implement communication assistance cards on trucks and in the office (see attached).
- Partner with Accessibility Advisory Committee to complete a food drive.

- **SCHEDULE “D”**

## **Accessibility Goals/Identified Improvements**

### Accessibility Advisory Committee (AAC)

- Consult with the Municipality in the future development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters and participate in the consultation/planning with construction people
- Addition of a new mobi-mat wing to an existing mobi-mat location to enhance accessibility

### Overall Accessibility

- Ongoing training in Accessible Customer Service for all new employees, members of Council, volunteers and those who provide services on behalf of the Town of Wasaga Beach

### Clerks/Administration/Cemetery

- Implement new Agenda Management Software to allow for more accessible online access and setup.
- Incorporate a “Refresher” Accessibility training course for all staff (Re: AODA/IASR)

### Recreation, Events &Facilities

- Moving Municipal Law Enforcement and Licensing Office to a more accessible location
- Possible addition of a new Town Multiplex which will provide a new Arena, Recreational space and Library
- Upgrade/renovations at Old Fire Hall Station (Special Events Dept./Transit)
- Visible fire/emergency alarms in all public buildings ongoing
- Youth Center Garage
- Levered faucets ongoing
- Youth Centre pathway upgrades
- Accessible parking space signs
- Exterior paths of travel (e.g. sidewalks, walkways, ramps, stairs, etc.)
- Spruce Street Public Washroom southern ramp

### Public Works/Parks/Engineering/Transit

- Expand Trail Wayfinding Signage

### Transportation:

- Complete the Master Transit Study; evaluate and implement recommendations made therein, subject to Council approval.
- Continue to receive feedback from our customers, act on it when possible and ensure that we provide an equitable service to our customers.

- Continue to monitor policies and procedures for the various requirements relating to conventional transit services to comply with the Standards, including but not limited to:
  - a) Deploy lifting devices upon the request of a person with a disability
  - b) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request
  - c) Assist with safe and careful storage of mobility aids or mobility assistive devices use by persons with disabilities
  - d) Allow a person with a disability to travel with a medical aid

Continue to monitor the effectiveness of the following:

- a) communication strategy
- b) emergency preparedness and response
- c) accessibility training to all contracted transit personnel
- d) Accessibility Plan
- e) consult with the AAC, as required

### Human Resources

- Draft and update policies to incorporate changes to Human Resources policies to address standards outlined in the Employment Standard.

### Treasury/Information Technology

- Continue to budget capital funding for all facilities, trails and parks which includes accessibility upgrades.
- Treasurer to ensure continuous training will be provided by purchasing to ensure that new suppliers understand and comply with the Accessibility standards for Customer Service
- Treasurer to ensure wording to be incorporated into billings and correspondence (i.e. newsletter) that alternative formatting is available upon request.
- Treasurer to ensure that all Department Heads/staff are aware of the accessibility guidelines when creating their specifications for purchase.
- Future change to billing to allow for more e-billing.
- Move sale of Yard Sales from By-law Department to Treasury for easier accessibility

### Information and Communications

- Continuous improvement in Town's webpage design, by reviewing and ensuring the information being conveyed meets customer's requirements.
- Continuous review of Town's corporate social media platforms to ensure that information being conveyed is accurate and factual meeting customer's requirements.
- Develop a corporate policy, on the availability of Town documents in alternate formats

- Develop a public process on the availability of alternate formats and communication supports for public notifications (e.g. website)
- Town Clerk to ensure municipal election is fully accessible and inclusive
- Develop a process for creating and circulating accessible notices of services provided by the Town. Consult with various departments to alter various applications with provision that alternate formats are available upon request.

#### Municipal Law Enforcement & Licensing Department/Parking

- Addition of new accessible parking spaces in lots (Dunkerron Ave, 24<sup>th</sup> Street)
- Installation of new parking lot name/identification signs
- Hard surfaced accessible parking space to be added to MPA Lot
- Hard surfaced walkway/access to boardwalk to be added.
- New taxi companies licensing are to provide requirement of accessible cabs subject to direction from AAC and Council
- Inclusion of a Business Accessibility Package with new Business Licensing Packages

#### Library

- Look to expand large print collection in order to offer more reading options for people with visual impairment.

#### Economic Development & Tourism

- Will be consulting with the AAC when moving forward with the implementation of the Downtown Master Plan.

#### Building Department

- Incorporate barrier-free and accessibility friendly features and/or processes into the Building Department public access areas to meet accessibility standards.

#### Planning

- Incorporate barrier-free and accessibility friendly features and/or processes into the Planning Department public access areas to meet accessibility standards.

#### Fire Department/Emergency Services

- Renovations at Fire Hall Station 2 including updated Accessible features.

## **SCHEDULE "E"**

### **Wasaga Beach Transit System Plan**

The Town of Wasaga Beach operates a public transportation system (Wasaga Beach Transit System).

#### **1. Transit Buses:**

The Wasaga Beach Transit System currently has four (4) transit buses. All buses are accessible and all buses are equipped with a driver operated wheel chair lift with room for two (2) wheel chairs on board.

#### **2. Features of Wasaga Beach Transit Accessible Buses:**

- Automated, audible (interior / exterior) and visual stop announcements - (All Buses equipped since the summer of 2016)
- High visibility (yellow) step tread markings and grab handles
- High visibility (yellow lettering) destination signage (exterior / interior)
- Priority Seating (signage) near the front of the bus
- Bus Stop request button (lower elevation) for wheel chair passengers at the rear of the bus

#### **3. Accessibility Measures taken at the transit level**

- Regular meetings with Landmark Bus Lines (Town's Transit contractor) management to discuss service improvements, customer complaints, accessibility issues.
- Semi-Annual Meetings with Transit Drivers (Landmark) to discuss service improvements, customer complaints, etc..
- Logging / Record Keeping of all related transit complaints and/or suggestions.
- Automated, Audible, and visual stop announcements

#### **4. Customer Feedback**

- Customer feedback for conventional transit is received through a designated telephone number/email address
- Calls are logged, managed and to evaluate customer feedback
- Feedback is also encouraged through the Town's website by emailing or calling the designated transit contact.

#### **5. Specialized Transportation Demand**

- Currently under review by the Town
- The Town does not currently operate a designated Specialized Transit System.
- The Transit Drivers stop along the fixed route(s) at the passengers request for accessibility reasons.

- Passengers are encouraged to contact the Canadian Red Cross Simcoe Muskoka Branch transit system that will transport passengers door to door

## **6. Accessibility Equipment Failures**

- Should accessibility equipment failures occur on the Town owned conventional system, the Town's transit contractor (Landmark) is responsible for the immediate replacement of the failed vehicle with another Town –owned accessible vehicle or if not available because of mechanical reasons the contractor will deploy their own accessible vehicle.
- The use of a non-accessible vehicle is not permitted.

## **7. Consultation with the Accessibility Advisory Committee**

- The Town shall consult with the Accessibility Advisory Committee (AAC) regarding the construction, renovation or replacement of transit stops and shelters or alterations/additions to routes.
- The Accessibility Advisory Committee, the public and persons with disabilities shall be consulted in the annual public consultation regarding public transportation (See Section 6.3 Transportation).

## SCHEDULE “F”

### **Wasaga Beach Elections Accessibility Plan**

It is the duty of the Town of Wasaga Beach to ensure that electors in the municipality who have a disability or require accommodation are provided with the best opportunity to vote as independently as possible in all Municipal Elections.

In accordance with the *Municipal Elections Act, 1996*, and the *Accessibility for Ontarians with Disabilities Act, 2005*, the Clerk is authorized to establish procedures and provide appropriate measures to ensure that persons with disabilities have the opportunity to participate fully in any Municipal Elections. Accordingly, all Municipal Elections will be conducted in such a manner to ensure that:

1. candidates and electors with disabilities have full and equal access to all election information and services in a format that takes into account their disability
2. persons with disabilities have full access to the voting location and materials; and
3. persons with disabilities are able to have access to alternative methods of voting assistance.

All staff carrying out election duties will be trained to recognize and ensure that persons with disabilities are served in a way that accommodates their needs. Every effort shall be made to provide alternative methods of providing the information or service to persons with disabilities.

Candidates or Electors with disabilities may require assistance to help them access election information and services. Serving our customers with disabilities is about providing service in a manner that reflects the Town’s guiding principles of accessible customer service. This is reflected in the Town’s Accessibility Plan.

If there is a temporary disruption in the delivery of election information or services, the Clerk shall provide public notice on the Town’s election website, at the physical site of the disruption and when possible in the local media and/or using social media channels. The notice shall include the reason for the disruption, anticipated duration, and description of alternative methods of delivering the information or service.

Following the election, the Clerk will submit a report to Council concerning the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

This plan is a ‘living’ document and will be improved and updated as best practices are identified and new opportunities of improvement arise.